



# PUBLIC NOTICE

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## **PSHSB ANNOUNCES THE ROLLOUT OF VERSION 3.0 OF THE NETWORK OUTAGE REPORTING SYSTEM**

By this Public Notice, the Federal Communications Commission's (Commission) Public Safety and Homeland Security Bureau announces the rollout of Version 3.0 of the Network Outage Reporting System (NORS). Under Part 4 of the Commission's rules, certain communications providers (*e.g.*, wireless, wireline, cable, satellite communications and interconnected Voice over Internet Protocol (VoIP)) must report significant disruptions or outages to their communications systems.

NORS Version 3.0 improvements will enhance the overall security and reliability of NORS and allow future evolutions to better support new analytic methods. The new version of NORS has four interfaces: (1) a web-based interface, (2) a Simple Object Access Protocol (SOAP) Application Programming Interface (API), (3) a Representational State Transfer (REST) API and (4) an Extensible Markup Language (XML) interface. The SOAP API, REST API and the XML interfaces are intended for use by companies that want to automatically file outage reports.

The production rollout of NORS 3.0 occurred on March 6, 2017. User IDs were created on NORS 3.0 for all current users of NORS. An e-mail was sent to each user on March 6, 2017, informing them of how to get a new password and log on to NORS 3.0.

At 1:00 pm on March 6, 2017, NORS 3.0 opened to receive official NORS filings. At that time, NORS 2.0 was closed down so that all official filings going forward will be filed using NORS 3.0. For users without existing NORS accounts, there is a webpage that describes the process for getting a user account and instructions for filing a NORS report: <https://www.fcc.gov/network-outage-reporting-system-nors>.

Any questions regarding the new NORS system and any reporting requirements can be directed to John Healy at 202-418-2448 or [john.healy@fcc.gov](mailto:john.healy@fcc.gov).